1. A computer-implemented method of managing a call center using relationships, said call center including a plurality of resources for handling telephone calls and communication contacts, said method comprising:

establishing call center resource data corresponding to said plurality of resources available within said call center;

presenting to a user said plurality of resources defined by said resource data;

receiving user selections of selected resources from said plurality of resources presented to said user;

assigning said selected resources to a relationship profile;

assigning a relationship key field corresponding to said relationship profile to said call center resource data for each of said selected resources assigned to said relationship profile; and

using said relationship key field to manage said call center.

2. The method of claim 1 wherein said call center resource data is organized by function into a plurality of resource categories, further including the steps of:

presenting to said user said plurality of resource categories; and

receiving a user selection of a selected resource category, wherein said plurality of resources within said selected resource

42

8 category are presented for selection by said user.

1   3.   The method of claim 2 wherein said plurality of

2 resource categories include inbound dialed number identification

3 service (DNIS), queues, agent workgroups, individual agents,

4 campaigns, and call tables.

1   4.   The method of claim 1 wherein using said relationship

2 key field to manage said call center includes:

3   presenting a user with a plurality of statistics display

4 options corresponding to a plurality of resource relationship

5 profiles;

6   receiving a user selection of a selected statistics display

7 option corresponding to a selected resource relationship profile;

8   obtaining call center statistics from said plurality of

9 resources having a matching resource relationship key field

10 matching a selected resource relationship key field of said

11 selected resource relationship profile; and

12   displaying said call center statistics from said plurality

13 of resources having said matching resource relationship key

14 field.

5.   The method of claim 1 wherein said relationship key

2 field is used to control defining of call center strategies.

43

1   6.   A computer-implemented method of managing strategies

2   and actions in a call center, said method comprising:

3   establishing action detail data defining generic actions

4   that can be taken in said call center;

5   establishing goal data defining goals that can be set within

6   said call center;

7   presenting to a user said generic actions defined by said

8   action detail data;

9   receiving at least one user selection of a selected generic

10   action from said generic actions;

11   displaying action detail data for said selected generic

12   action;

13   receiving user-defined action detail data specific to said

14   call center;

15   adding said user defined action detail data to said generic

16   action detail data to create an available action;

17   presenting to said user said goals defined by said goal

18   data;

19   receiving at least one user selection of a selected goal

20   from said goals;

21   receiving at least one user-defined threshold for said

22   selected goal;

23   receiving a user selection of at least one selected

24   available action from said available actions; and

25   assigning said at least one selected available action to

26   said at least one user-defined threshold for said selected goal

DAVOX-164XX

27 such that said selected available action occurs when each said at

28 least one user-defined threshold is reached.

1   7.   The method of claim 6 wherein said at least one user-

2 defined strategy threshold includes multiple levels of user-

3 defined strategy thresholds, and wherein at least one of said

4 available actions is selected and assigned to each of said user-

5 defined strategy thresholds.

1   8.   The method of claim 7 wherein said multiple levels of

2 strategy   thresholds   include   an   optimization   minimum,   an

3 optimization realization, and an optimization maximum.

1   9.   The method of claim 6 wherein said goals are organized

2 in goal categories, and further including the step of:

3   presenting said goal categories to said user;

4   receiving a user selection of a selected goal category from

5 said goal categories, wherein said goals within said selected

6 goal category are presented for selection by said user.

1   10.   The method of claim 6 wherein a plurality of selected

2 goals, user-defined thresholds, and selected available actions

3 are received and assigned to create at least one strategy

4 profile.

1   11.   The method of claim 10 wherein a library of strategy

45

2 profiles are created such that said user can select a strategy

3 profile from said library of strategy profiles depending upon a

4 desired strategy to be implemented in said call center.

1   12. The method of claim 6 wherein a plurality of available

2 actions are created.

13. A method of monitoring and presenting call center statistics in a call center, said method comprising:

establishing a plurality of resource relationship profiles defining a plurality of relationships between call center resources;

establishing a plurality of call center strategy profiles defining a plurality of call center strategies, each of said call center strategies including a plurality of goals having at least one user-defined strategy threshold;

receiving call center statistic data pertaining to said call center resources;

presenting a user with a plurality of statistics display options corresponding to said resource relationship profiles;

displaying said call center statistics data pertaining to said call center resources assigned to said resource relationship profile corresponding to a selected statistics display option selected by a user from said plurality of statistics display options; and

providing an indication when said user-defined strategy threshold of one of said plurality of goals has not been reached.

14. The method of claim 13 wherein said call center statistics data includes call center queue statistics data.

15. The method of claim 14 wherein said call center queue statistics data is organized and displayed according to call

47

3 center tasks.

1   16. The method of claim 15 wherein said call center tasks

2 include inbound, outbound, e-mail and web chat.

1   17. The method of claim 15 wherein said queue statistics

2 data is further organized and displayed according to task classes

3 within each of said call center tasks, and further including the

4 steps of:

5   presenting said user with a plurality of task statistics

6 viewing options corresponding to each of said task classes,

7 wherein said contact statistics data within at least one of said

8 task classes corresponding to a selected task statistics viewing

9 option is displayed.

1   18. The method of claim 17 further including the steps of:

2   presenting said user with task statistic viewing option

3 preferences, allowing said user to create a user-defined task

4 statistics viewing option.

1   19. The method of claim 17 wherein said task classes

2 include service level, volumes, agent, results, routing and IVR.

1   20. The method of claim 13 further including the step of:

2   presenting said user with a plurality of view formats

3 pertaining the level of detail and format of said call center

48

4   statistics data to be displayed.

1   21.   The method of claim 20 wherein said view formats

2   include a summary statistics format and a detailed graphical

3   statistics format.

1   22.   The method of claim 13 wherein said indication includes

2   a change in color of a display region containing said call center

3   statistics data corresponding to said one of said plurality of

4   goals in which said user-defined threshold has not been reached.

1   23.   The method of claim 13 wherein said call center

2   statistics data includes call center agent statistics data

3   organized and displayed according to agents.

1   24.   The method of claim 23 further including the steps of:

2   presenting said user with a plurality of statistics viewing

3   options corresponding to the type of agent statistics to be

4   displayed when a selected statistics viewing option is displayed.

49

1   25.   A call center resource relationship management system

2   for use in a call center, said call center including a plurality

3   of resources used for handling telephone calls, said system

4   comprising:

5   call center resource data defining a plurality of call

6   center resources in said call center; and

7   a relationship manager, responsive to a user input, for

8   accessing said call center resource data, for creating a

9   graphical user interface presenting said call center resources

10   defined by said call center resource data to said user, for

11   assigning user-selected resources to a relationship profile, and

12   for associating a relationship key field to said call center

13   resource data corresponding to each of said user-selected

14   resources.

1   26.   The system of claim 25 wherein said resources are

2   organized into resource functional categories including at least

3   one of agents, agent workgroups, devices, queues, applications,

4   campaigns, and call tables.

1   27.   The system of claim 25 wherein said system is

2   implemented on at least one personal computer utilizing a

3   WINDOWS-based operating system.

DAVOX-164XX

1   28.   A call center strategy and action management system for

2   use in a call center, said system comprising:

3   action detail data defining a plurality of generic actions

4   that can be taken within said call center;

5   an action builder, responsive to a user input, for accessing

6   said action detail data, for creating a graphical user interface

7   presenting said generic actions to a user for selection, for

8   combining user-defined specific action details with user-selected

9   generic actions to build user-defined available actions in said

10   call center;

11   goal data defining goals to be achieved within said call

12   center; and

13   a strategy manager, responsive to user input, for accessing

14   said goal data, for creating a graphical user interface

15   presenting said goals and said available actions to said user for

16   selection, and for assigning at least one user-defined threshold

17   to a user-selected goal and for assigning at least one user-

18   selected available action to said user-defined threshold such

19   that said user-selected available action will occur when said

20   user-defined threshold is met.

1   29.   The system of claim 28 wherein said goals are organized

2   according to goal categories including at least one of system

3   event goals, service level goals, volume goals, agent goals,

4   device goals and time of day goals.

51

1   30.   The method of claim 28 wherein said at least one user

2   defined threshold includes multiple thresholds including an

3   optimization minimum, an optimization realization, and an

4   optimization maximum.

1   31.   The system of claim 30 wherein a user-selected

2   available action is assigned to each of said multiple thresholds.

1   32.   The system of claim 28 wherein said generic actions

2   include at least one of send message, e-mail notification, pager

3   notification, purge logs, move resources to queue, recycle

4   device,   set   statistic   color,   notification,   log,   select

5   combination termination codes, and run automation script.

33.   A call center management system for managing a call

center including a plurality of resources used for handling

telephone calls, comprising:

    call center resource data defining a plurality of call

center resources in said call center;

    a relationship manager, responsive to a user input, for

accessing said call center resource data, for creating a

graphical user interface presenting said call center resources

defined by said call center resource data to said user for

selection, for assigning user-selected resources to a

relationship profile, and for associating a relationship key

field to said call center resource data corresponding to each of

said user-selected resources;

    action detail data defining a plurality of generic actions

that can be taken within said call center;

    an action builder, responsive to a user input, for accessing

said action detail data, for creating a graphical user interface

presenting said generic actions to a user for selection, for

combining user-defined specific action details with user-selected

generic actions to build user-defined available actions in said

call center;

    goal data defining goals to be achieved within said call

center; and

    a strategy manager, responsive to user input, for accessing

said goal data, for creating a graphical user interface

presenting said goals and said available actions to said user for

53

27 selection, and for assigning at least one user-defined threshold

28 to a user-selected goal and for assigning at least one user-

29 selected user-defined available action to said user-defined

30 threshold such that said user-selected user-defined available

31 action will occur when said user-defined threshold is met.

1   34. The call center management system of claim 33 further

2 including:

3   statistics data representing statistics pertaining to

4 resources in said call center; and

5   a statistics display manager, responsive to user input, for

6 monitoring said statistics and for creating at least one

7 graphical user interface displaying said statistics in at least

8 one user-defined format, wherein said statistics display manager

9 accesses said strategy profiles, compares said statistics with

10 said at least one user-defined threshold, and provides an

11 indication in said graphical user interface when said threshold

12 has not met.

1   35. The call center management system of claim 34 wherein

2 said user-defined format is based upon one of said relationship

3 profiles.

1   36. The system of claim 33 wherein said system is

2 implemented on at least one personal computer utilizing a

3 WINDOWS-based operating system.

54

DAVOX-164XX